

**GOVERNMENT OF ANDHRA PRADESH**  
**ABSTRACT**

**The Greater Hyderabad Municipal Corporation (Disclosure of Information to the General Public) Rules, 2009– Rules Notified**

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MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (UBS) DEPARTMENT

GO Ms. No. 726

Dated 21.12.2009

**ORDER :-**

The following notification will be published in the Andhra Pradesh Gazette dated 23.12.2009.

The Commissioner of Printing, Stationery and Stores Purchase is requested to furnish 300 copies of the Gazette containing the notification to the Government.

**NOTIFICATION**

In exercise of powers conferred by sub-section (1) of Section 585 read with Section 686-A of the Greater Hyderabad Municipal Corporation Act, 1955 (Andhra Pradesh Act No. II of 1956), the Governor of Andhra Pradesh makes the following rules laying down the intervals at which and the manner in which the information relating to the Municipal Corporation are to be disclosed for information of the general public.

**RULES**

1. Short title and commencement:
  - (1) These rules may be called the Greater Hyderabad Municipal Corporation (Disclosure of information to the general public) Rules, 2009.
  - (2) They shall come into force from the date of publication in the Andhra Pradesh Gazette.
2. Definitions  
In these rules, unless the context otherwise requires:
  - (1) 'Act' means the Greater Hyderabad Municipal Corporation Act, 1955
  - (2) "Commissioner" means Commissioner appointed by Government under Section 104 of the Act.
  - (3) 'Corporation' means Municipal Corporation established under Section 3 of the Act
  - (4) 'Government' means the Government of Andhra Pradesh
  - (5) 'Information' means the information specified in sub-section (3) of Section 686-A of the Act.
3. Responsibility for disclosure of information to the general public

(1) The Commissioner is responsible for disclosure of information to the general public. Keeping in view the administrative convenience, he may delegate this function to Additional Commissioner / Deputy Commissioner of the Corporation.

(2) An officer of the Corporation designated as Public Information Officer and another officer designated as Assistant Public Information Officer under section 5 of the Right to Information Act, 2005 (Act No. 22 of 2005) shall also assist the Commissioner in disclosure of information to the public under the Act in addition to the responsibilities bestowed on them under the Right to Information Act, 2005.

4. Manner of disclosure of information

(1) The information for the general public shall be disclosed in English and/or in the local language of the district in which the Corporation is situated.

(2) The information shall be disclosed through the means of:-

- (i) Publishing in one or two newspapers having circulation in the district, provided the information is important and affects the public at large, or
- (ii) Placing on the website of the Corporation, or
- (iii) Placing on the notice board of the Corporation office, or
- (iv) Placing on the notice boards of zonal offices, circle offices and ward offices of the Corporation, if exist, or
- (v) Placing on the notice board of the Ward Committee offices of the Corporation, if exist, or
- (vi) Publishing of pamphlets and handbills, or
- (vii) Announcing in public announcement system, or
- (viii) Announcing in media broadcasts.

(3) The means of disclosure referred under sub-rule (2) above may be either one or a combination of one and more.

5. Disclosure of information

The details/items of information to be disclosed for general public are laid down in Rule 6 of these Rules. The information under Rule 6 shall be disclosed within one hundred and twenty days from the date of issue of these Rules and also within the prescribed time in col. 4 of the table under Rule 6.

6. Each item of information to be disclosed should be specific and should be disclosed as stated hereunder:-

| Sl. No. | Nature of information to be disclosed                | Manner of disclosure                        | Periodicity of disclosure / review  | Schedule no. prescribed for disclosure of information |
|---------|--|---|-------------------------------------|---|
| 1       | 2  | 3   | 4                                   | 5   |
| 1.      | Basic particulars of the Corporation                 | Website and notice board of the Corporation | Revised once in a year if necessary | 1   |
| 2.      | Statement showing the composition of the Corporation | Website and notice board of the Corporation | Revised once in a year if necessary | 2   |

| <b>Sl. No.</b> | <b>Nature of information to be disclosed</b>  | <b>Manner of disclosure</b>   | <b>Periodicity of disclosure / review</b>                                       | <b>Schedule no. prescribed for disclosure of information</b> |
|----------------|---|---|---|--|
| <b>1</b>       | <b>2</b>  | <b>3</b>  | <b>4</b>  | <b>5</b>   |
| 3.             | Mode of accessibility of the minutes of the meeting of the Corporation  | Website and notice board of the Corporation   | To be published as soon as the minutes are approved                             | 3  |
| 4.             | Directory containing the designations of officers and employees   | Website and notice board of the Corporation head office, circle office / ward office  | Revised once in a year if necessary   | 4  |
| 5.             | Particulars of officers who are competent to grant concessions, permissions, permits and authorizations for each branch of activity relating to the Corporation | Website and notice board of the Corporation head office, circle office / ward office in respect of the officers working in these offices.   | Revised once in a year if necessary   | 5  |
| 6.             | Particulars of officers responsible for delivery of various services and their contact phone numbers  | Website and notice board of the Corporation head office, circle office / ward office in respect of the officers working in these offices.   | Revised once in a year if necessary   | 6  |
| 7.             | Financial statements of balance sheet, income and expenditure and cash flow   | Website and notice board of the Corporation   | Once in a quarter within two months of the end of each quarter                  | 7  |
| 8.             | Statutorily audited financial statements of the financial year  | Website and notice board of the Corporation   | Once in every financial year within six months of the end of the financial year | 8  |
| 9.             | Service levels being provided for each of the services  | Website and notice board of the Corporation   | Once in a year within three months of the end of the financial year.            | 9  |
| 10.            | Particulars of all plans, proposed expenditure and actual expenditure on major services provided and activities performed                                       | Website and notice board of the Corporation   | Once in a year within three months of the end of the financial year             | 10   |
| 11.            | Details of subsidy programmes and the criteria and manner of identification of beneficiaries for such programmes  | Website and notice board of the Corporation and on the notice board of zonal / circle / ward offices to the extent necessary, news paper having highest circulation in the district and pamphlets and hand bills. | Once in a every half-year within two months of the end of the half-year         | 11   |
| 12.            | List of beneficiaries of all welfare and subsidy programmes   | Website of the Corporation and notice board of the ward offices   | Once in every half-year within two months of the end of the half-year           | 12   |
| 13.            | Particulars of Master Plan, Development Plan or any other plan concerning the development of Corporation area   | Website and notice board of the Corporation. Gist of the information shall be published in the news paper having highest circulation in the district.   | Once in a year within three months of the end of the financial year             | 13   |
| 14.            | Particulars of major works together with information on the value of works, time of completion and details of contracts   | Website and notice board of the Corporation and zonal / circle offices to the extent necessary  | Once in a year within three months of the end of the financial year             | 14   |
| 15.            | Income generated in the previous  | Website and notice board of the   | Once in a year within   | 15   |

| Sl. No. | Nature of information to be disclosed  | Manner of disclosure  | Periodicity of disclosure / review                                  | Schedule no. prescribed for disclosure of information |
|---------|--|---|---|---|
| 1       | 2  | 3   | 4   | 5   |
|         | year from various tax and non-tax resources  | Corporation and zonal / circle offices to the extent necessary  | three months of the end of the financial year                       |   |
| 16.     | Taxes and non-taxes remained uncollected during the previous year and the reasons therefor                         | Website and notice board of the Corporation and zonal / circle offices to the extent necessary  | Once in a year within three months of the end of the financial year | 16  |
| 17.     | List of defaulters who have to pay arrears of property tax exceeding one lakh of rupees per annum                  | Website and notice board of the Corporation and zonal / circle offices to the extent necessary and gist of information to be published in a newspaper having highest circulation in the district concerned. | Once in a year within three months of the end of the financial year | 17  |
| 18.     | Assigned revenues transferred from State Government  | Website and notice board of the Corporation, zonal and circle offices.  | Once in a year within three months of the end of the financial year | 18  |
| 19.     | Plan and non-plan grants released by the Government  | Website and notice board of the Corporation, zonal and circle offices   | Once in a year within three months of the end of the financial year | 19  |
| 20.     | Grants released by the Government for implementation of schemes, projects and programmes                           | Website and notice board of the Corporation, zonal and circle offices   | Once in a year within three months of the end of the financial year | 20  |
| 21.     | Money raised through donations or contributions from the public  | Website and notice board of the Corporation, zonal and circle offices   | Once in a year within three months of the end of the financial year | 21  |
| 22.     | Annual budget  | Website and notice board of the Corporation, zonal and circle offices. Gist of the budget to be published in the news paper having highest circulation in the district.                                     | Once in a year within three months of the end of the financial year | 22  |
| 23.     | Budget allocations for the welfare of Scheduled Castes, Scheduled Tribes, Women and Children and their utilization | Website and notice board of the Corporation, zonal and circle offices   | Once in a year within three months of the end of the financial year | 23  |
| 24.     | Budget allocation for slum areas with the extent of utilization in the previous year                               | Website and notice board of the Corporation, zonal and circle offices   | Once in a year within three months of the end of the financial year | 24  |

## 7. Adaptation of schedules

Twenty Four (24) schedules are annexed to the Rules. The Commissioner may make minor changes to the schedules to suit the local requirements, without however altering the basic structure of the schedules.

## 8. Circulation of information:-

The Commissioner shall circulate the information disclosed under Rule 6 to Mayor, Deputy Mayor and all members of the Corporation for favour of information.

9. These Rules shall extend to and apply also to the Greater Vishakhapatnam and Vijayawada Municipal Corporations and to all Municipal Corporations constituted under the Andhra Pradesh Municipal Corporations Act, 1994

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)**

**PUSHPA SUBRAHMANYAM,  
SECRETARY TO GOVERNMENT**

To

The Commissioner of Printing, Stationery and Stores Purchase, Andhra Pradesh, Hyderabad.

The Commissioner & Director of Municipal Administration, AP, Hyderabad.

The Commissioner & Special Officer, Greater Hyderabad Municipal Corporation, Hyderabad.

The Commissioner, Greater Vishakhapatnam Municipal Corporation, Vishakhapatnam.

The Commissioner, Vijayawada Municipal Corporation, Vijayawada.

The Commissioners of all other Municipal Corporations in the State through Commissioner & Director of Municipal Administration.

All District Collectors in the State.

Copy to:-

Managing Director, APUFIDC.

The PS to Minister for Municipal Administration/Principal Secretary to Government / Secretary to Government

SF/SC

//FORWARDED BY ORDER//

ASSISTANT DIRECTOR

**Annexures to the Rules Contained in G.O.Ms.No. 726, M.A. Dated: 21.12.2009**

Schedule 1 – Basic particulars of the Corporation

\_\_\_\_\_ Municipal Corporation

1. General

|    |   |  |
|----|---|--|
| 1. | Name of the Corporation   |  |
| 2. | Year of establishment   |  |
| 3. | Extent (in sq. kms.)  |  |
| 4. | Population as per 2001 census                                     |  |
| 5. | Male population   |  |
| 6. | Female population   |  |
| 7. | Projected population as on date<br>(year to be specified)         |  |
| 8. | Total Income per annum<br>during _____ (rupees in<br>crores)      |  |
| 9. | Total Expenditure per annum<br>during _____ (rupees in<br>crores) |  |

2. Elected representatives

|    |                             |               |
|----|-----------------------------|---------------|
| 1. | Name of Mayor               |               |
| 2. | Name of Deputy Mayor        |               |
| 3. | Names of ex-officio members | 1.<br>2.      |
| 4. | Names of co-opted members   | 1<br>2        |
| 5. | No. of wards                |               |
| 6. | Names of ward members       | 1.<br>2<br>3. |

3. Public services/amenities

|     |   |  |
|-----|---|--|
| 1.  | Total Quantity of drinking water supplied         |  |
| 2.  | Per capita water supply per day                   |  |
| 3.  | No. of House Service Connections                  |  |
| 4.  | No. of public taps                                |  |
| 5.  | No. of public bore-wells                          |  |
| 6.  | No. of sewer connections                          |  |
| 7.  | Length of roads (in Kms)<br>Category – wise       |  |
| 8.  | Length of drains (in Kms.)<br>Category – wise     |  |
| 9.  | No. of street lights<br>Category – wise           |  |
| 10. | No. of public parks                               |  |
| 11. | No. of play grounds                               |  |
| 12. | No. of public markets                             |  |
| 13. | No. of slaughter houses                           |  |
| 14. | Total no. of shop rooms in all shopping complexes |  |
| 15. | No. of community halls                            |  |
| 16. | No. of secondary schools                          |  |
| 17. | No. of elementary schools                         |  |
| 18. | No. of dispensaries                               |  |
| 19. | No. of maternity and child health centers         |  |
| 20. | No. of auditoriums                                |  |

4. Public servants

|    |  |  |
|----|--|--|
| 1. | No. of senior officers                         |  |
| 2. | No. of middle level/supervisory level officers |  |
| 3. | No. of ministerial employees                   |  |
| 4. | No. of field level employees                   |  |
| 5. | No. of PH workers                              |  |
| 6. | No. of non PH workers                          |  |
| 7. | No. of teachers                                |  |
| 8. | Others   |  |
| 9. | Total  |  |

5. Urban Poverty Alleviation

|    |                               |  |
|----|-------------------------------|--|
| 1. | No. of notified slums         |  |
| 2. | No. of non-notified slums     |  |
| 3. | Total slums                   |  |
| 4. | Slum population               |  |
| 5. | Percentage of slum population |  |
| 6. | BPL population                |  |
| 7. | Percentage of BPL population  |  |

6. Socio-economic activities

|    |                                     |  |
|----|-------------------------------------|--|
| 1. | No. of SHGs                         |  |
| 2. | No. of SLFs                         |  |
| 3. | No. of TLFs                         |  |
| 4. | No. of women covered under SHGs     |  |
| 5. | No. of SHGs linked with bank credit |  |
| 6. | No. of Old-age pensions             |  |
| 7. | No. of Widow pensions               |  |
| 8. | No. of Disabled pensions            |  |

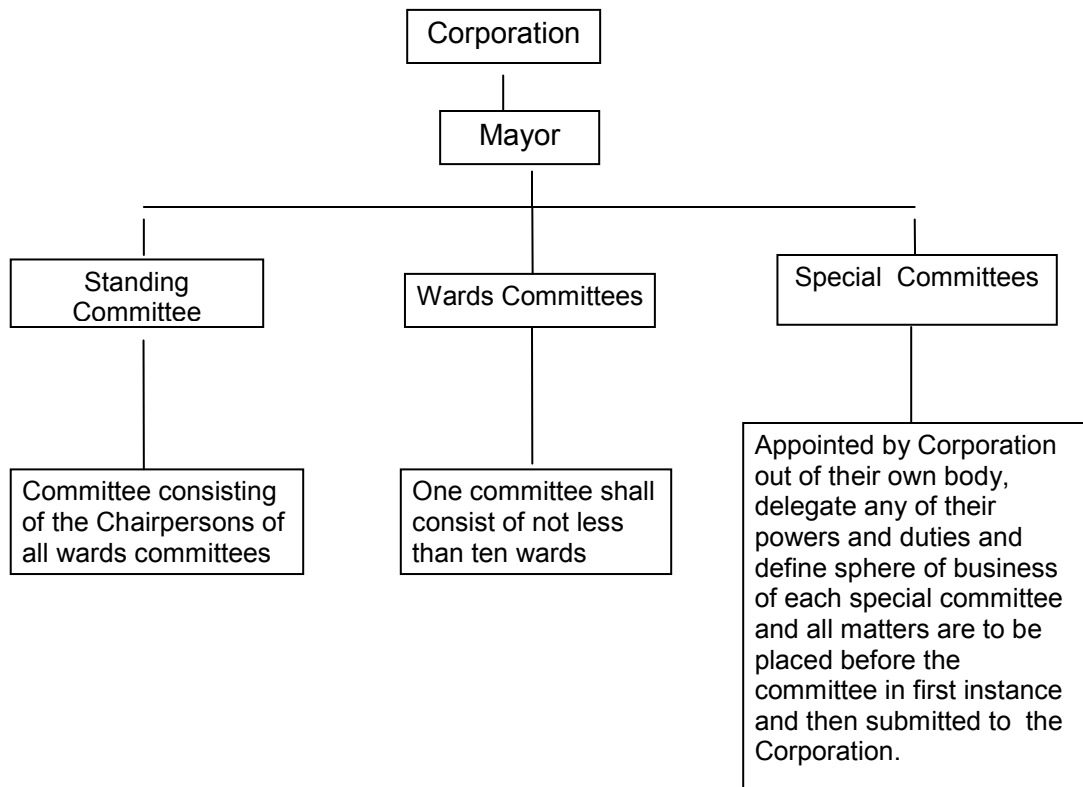
Commissioner,  
\_\_\_\_\_ Municipal Corporation

## Schedule 2 - Composition of the Corporation

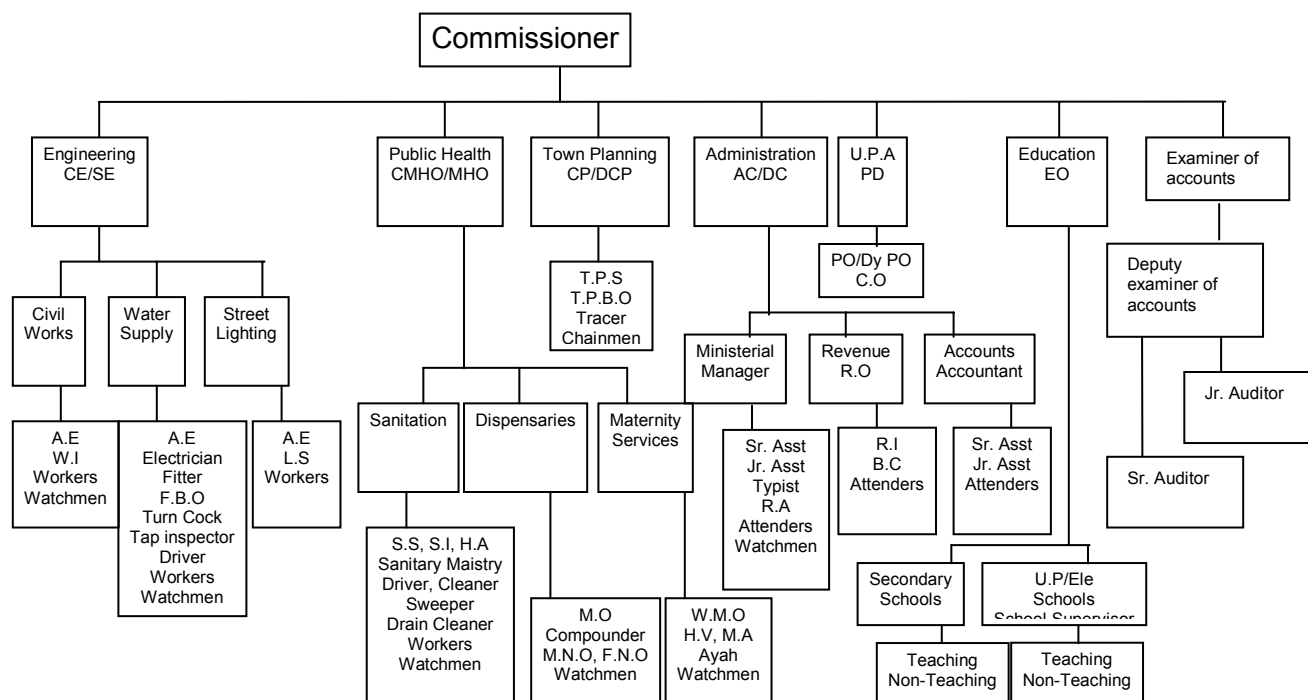
\_\_\_\_\_ Municipal Corporation

Two organizational charts of the Corporation, one for elected wing and second for executive wing to be prepared and published. (Model charts provided)

### Typical Organisational Chart of Municipal Corporation – Elected Wing



## Typical Organizational Chart of Municipal Corporation – Executive Wing



Commissioner,  
\_\_\_\_\_ Municipal Corporation

Schedule 3 – Mode of accessibility of the minutes of the meetings of the Corporation

\_\_\_\_\_ Municipal Corporation

Minutes of the proceedings at every meeting of the Corporation shall be drawn up and fairly entered by the Municipal Secretary in a book called Minutes Book on the day following the meeting and shall be signed by the presiding authority, of the next ensuing meeting.

The Minutes Book at all reasonable times shall be open at the main office of the Corporation and any member of the Corporation can inspect the minutes book free of charge. If any other person desires to inspect the book, he can do so on payment of a fee prescribed by the Corporation.

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Commissioner,  
Municipal Corporation

Schedule 4 – Directory containing the designations of officers and employees  
Municipal Corporation

1. General Administration Section

| <b>Sl. No.</b> | <b>Designation of officers/employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|--|-------------|------------------|
| <b>1</b>       | <b>2</b>                                 | <b>3</b>    | <b>4</b>         |
| 1.             | Commissioner                             |             |                  |
| 2.             | Additional Commissioner                  |             |                  |
| 3.             | Deputy Commissioner                      |             |                  |
| 4.             | Municipal Secretary                      |             |                  |
| 5.             | Superintendents                          | 1<br>2      |                  |
| 6.             | Senior Assistants                        | 1<br>2      |                  |
| 7.             | Junior Assistants                        | 1<br>2      |                  |

2. Engineering Section

| <b>Sl. No.</b> | <b>Designation of officers/employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|--|-------------|------------------|
| <b>1</b>       | <b>2</b>                                 | <b>3</b>    | <b>4</b>         |
| 1.             | Chief Engineer                           |             |                  |
| 2.             | Deputy Chief Engineer                    |             |                  |
| 3.             | Superintending Engineer                  |             |                  |
| 4.             | Executive Engineer                       |             |                  |
| 5.             | Deputy Executive Engineers               | 1<br>2      |                  |
| 6.             | Assistant Engineers                      | 1<br>2      |                  |
| 7.             | Draughtsman                              | 1<br>2      |                  |

3. Town Planning Section

| <b>Sl. No.</b> | <b>Designation of officers /employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|---|-------------|------------------|
| <b>1</b>       | <b>2</b>                                  | <b>3</b>    | <b>4</b>         |
| 1.             | Chief City Planner                        |             |                  |
| 2.             | Deputy Chief City Planner                 |             |                  |
| 3.             | City Planner                              |             |                  |
| 4.             | Deputy City Planner                       | 1<br>2      |                  |
| 5.             | Assistant City Planner                    | 1<br>2      |                  |
| 6.             | Town Planning Supervisors                 | 1<br>2      |                  |
| 7.             | Town Planning Building Overseer           | 1<br>2      |                  |

4. Health Section

| <b>Sl. No.</b> | <b>Designation of officers/employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|--|-------------|------------------|
| <b>1</b>       | <b>2</b>                                 | <b>3</b>    | <b>4</b>         |
| 1.             | Chief Medical Officer of Health          |             |                  |
| 2.             | Assistant Medical Officer of Health      |             |                  |
| 3.             | Sanitary Supervisors                     |             |                  |
| 4.             | Sanitary Inspectors                      |             |                  |
| 5.             | Health Assistants                        |             |                  |

5. Revenue Section

| <b>Sl. No.</b> | <b>Designation of officers/employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|--|-------------|------------------|
| <b>1</b>       | <b>2</b>                                 | <b>3</b>    | <b>4</b>         |
| 1.             | Deputy Commissioner                      |             |                  |
| 2.             | Revenue Officer                          | 1<br>2      |                  |
| 3.             | Revenue/Tax Inspector                    | 1<br>2      |                  |
| 4.             | Bill Collector                           | 1<br>2      |                  |

6. Audit Section

| <b>Sl. No.</b> | <b>Designation of officers/employees</b> | <b>Name</b> | <b>Phone No.</b> |
|----------------|--|-------------|------------------|
| <b>1</b>       | <b>2</b>                                 | <b>3</b>    | <b>4</b>         |
| 1.             | Examiner of Accounts                     |             |                  |
| 2.             | Deputy Examiner of Accounts              |             |                  |
| 3.             | Sr. Auditor                              |             |                  |
| 4.             | Jr. Auditor                              |             |                  |

7. Accounts Section

| Sl. No. | Designation of officers/employees            | Name | Phone No. |
|---------|--|------|-----------|
| 1       | 2  | 3    | 4         |
| 1.      | Financial Advisor and Chief Accounts officer |      |           |
| 2.      | Accounts Officer                             |      |           |
| 3.      | Senior Accountant                            |      |           |
| 4.      | Junior Accountant                            |      |           |

8. Urban Community Development (UCD) Section

| Sl. No. | Designation of officers/employees      | Name     | Phone No. |
|---------|--|----------|-----------|
| 1       | 2                                      | 3        | 4         |
| 1.      | Project Director                       |          |           |
| 2.      | Project Officer / Town Project Officer |          |           |
| 3.      | Community Organiser                    | 1.<br>2. |           |
|         |  |          |           |
|         |  |          |           |

9. Horticulture Section

| Sl. No. | Designation of officers/employees | Name | Phone No. |
|---------|-----------------------------------|------|-----------|
| 1       | 2                                 | 3    | 4         |
|         |                                   |      |           |
|         |                                   |      |           |
|         |                                   |      |           |
|         |                                   |      |           |
|         |                                   |      |           |
|         |                                   |      |           |

Commissioner,  
\_\_\_\_\_ Municipal Corporation

Schedule 5 - Particulars of officers who are competent to grant concessions, permissions, permits and authorizations for each branch of activity relating to the Corporation.

\_\_\_\_\_ Municipal Corporation

I. Town Planning Section

| Sl. No. | Activity   | Officer competent to issue permission | Name of the Officer | Phone No. |
|---------|--|---------------------------------------|---------------------|-----------|
| 1       | 2  | 3                                     | 4                   | 5         |
| 1.      | Sanction of building permission                                      |                                       |                     |           |
| 2.      | Issue of land use certificate  |                                       |                     |           |
| 3.      | Issue of no objection certificate for construction of cinema theatre |                                       |                     |           |
| 4.      | Issue of no objection certificate for opening of wine shops/bars     |                                       |                     |           |
| 5.      | Permit for advertisement hoardings                                   |                                       |                     |           |

II Health Section

| Sl. No. | Activity   | Officer competent to issue permission | Name of the Officer | Phone No. |
|---------|--|---------------------------------------|---------------------|-----------|
| 1       | 2  | 3                                     | 4                   | 5         |
| 1.      | Sanction of trade license  |                                       |                     |           |
| 2.      | Issue of health certificate to educational institutions              |                                       |                     |           |
| 3.      | Issue of no objection certificate for construction of cinema theatre |                                       |                     |           |
| 4.      | Issue of no objection certificate for opening of wine shops/bars     |                                       |                     |           |
| 5.      | Issue of birth certificate   |                                       |                     |           |
| 6.      | Issue of death certificate   |                                       |                     |           |
| 7.      | Issue of no registration (vital statistics) certificate              |                                       |                     |           |

### III Engineering Section

| <b>Sl. No</b> | <b>Activity</b>                      | <b>Officer competent to issue permission</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|---------------|--------------------------------------|--|----------------------------|------------------|
| <b>1</b>      | <b>2</b>                             | <b>3</b>                                     | <b>4</b>                   | <b>5</b>         |
| 1.            | Sanction of HSC for domestic use     |  |                            |                  |
| 2.            | Sanction of HSC for non-domestic use |  |                            |                  |
| 3.            | Registration of contractors          |  |                            |                  |

### IV Urban Community Development Section

| <b>Sl. No.</b> | <b>Activity</b>                    | <b>Officer competent to issue permission</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|------------------------------------|--|----------------------------|------------------|
| <b>1</b>       | <b>2</b>                           | <b>3</b>                                     | <b>4</b>                   | <b>5</b>         |
| 1.             | Issue of no house site certificate |  |                            |                  |
| 2.             | Issue of no house certificate      |  |                            |                  |

### V Revenue Section

| <b>Sl. No.</b> | <b>Activity</b>   | <b>Officer competent to issue permission</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|---|--|----------------------------|------------------|
| <b>1</b>       | <b>2</b>  | <b>3</b>                                     | <b>4</b>                   | <b>5</b>         |
| 1.             | Issue of House certificate                                    |  |                            |                  |
| 2.             | Issue of property valuation certificate                       |  |                            |                  |
| 3.             | No due (taxes) certificate                                    |  |                            |                  |
| 4.             | Assessment of tax on newly constructed houses                 |  |                            |                  |
| 5.             | Revision of tax on additional improvements of existing houses |  |                            |                  |
| 6.             | Transfer of title of properties/mutations                     |  |                            |                  |

\_\_\_\_\_  
Commissioner,  
Municipal Corporation

Schedule 6 – Particulars of officers responsible for delivery of various services and their contact phone numbers.

\_\_\_\_\_ Municipal Corporation

I Health related services

| <b>Sl. No.</b> | <b>Activity</b>   | <b>Officer responsible for delivery of service</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|---|--|----------------------------|------------------|
| <b>1</b>       | <b>2</b>  | <b>3</b>   | <b>4</b>                   | <b>5</b>         |
| 1              | Cleaning of roads   |  |                            |                  |
| 2              | Cleaning of drains/overflow of drains                     |  |                            |                  |
| 3              | Removal of rubbish/debris/rank vegetation on road margins |  |                            |                  |
| 4              | Removal of dead animals on road margins                   |  |                            |                  |
| 5              | Cleanliness of public markets                             |  |                            |                  |
| 6              | Cleanliness of public toilets /urinals                    |  |                            |                  |
| 7              | Registration of births and deaths                         |  |                            |                  |
| 8              | Maternity services  |  |                            |                  |

II Engineering services

| <b>Sl. No.</b> | <b>Activity</b>            | <b>Officers responsible for delivery of service</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|----------------------------|---|----------------------------|------------------|
| <b>1</b>       | <b>2</b>                   | <b>3</b>  | <b>4</b>                   | <b>5</b>         |
| 1.             | Water supply               |   |                            |                  |
| 2.             | Leakage of water pipelines |   |                            |                  |
| 3.             | Repairs to public taps     |   |                            |                  |
| 4.             | Maintenance of sewerage    |   |                            |                  |
| 5.             | Repairs of roads           |   |                            |                  |
| 6.             | Repairs to drains          |   |                            |                  |
| 7.             | Repairs to street lighting |   |                            |                  |

### III Urban Community Development (UCD) services

| <b>Sl. No.</b> | <b>Activity</b>                        | <b>Officers responsible for delivery of service</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|--|---|----------------------------|------------------|
| <b>1</b>       | <b>2</b>                               | <b>3</b>  | <b>4</b>                   | <b>5</b>         |
| 1.             | Old-age pension                        |   |                            |                  |
| 2.             | Widow pension                          |   |                            |                  |
| 3.             | Disabled pension                       |   |                            |                  |
| 4.             | Livelihood programme/Loan linkages     |   |                            |                  |
| 5.             | Livelihood programme/skill development |   |                            |                  |

### IV Horticulture services

| <b>Sl. No.</b> | <b>Activity</b>       | <b>Officers responsible for delivery of service</b> | <b>Name of the Officer</b> | <b>Phone No.</b> |
|----------------|-----------------------|---|----------------------------|------------------|
| <b>1</b>       | <b>2</b>              | <b>3</b>  | <b>4</b>                   | <b>5</b>         |
| 1.             | Supply of seedlings   |   |                            |                  |
| 2.             | Supply of tree guards |   |                            |                  |

Commissioner,  
\_\_\_\_\_ Municipal Corporation

Schedule 7 – Financial statements of balance sheet, income and expenditure and cash flow

\_\_\_\_\_ Municipal Corporation

Balance Sheet for the quarter ending \_\_\_\_\_

| Code No | Description of items                                     | Current<br>Quarter<br>Amount<br>(Rs.) | Previous<br>Quarter<br>Amount<br>(Rs.) |
|---------|--|---------------------------------------|--|
| 1       | 2  | 3                                     | 4                                      |
|         | <b>LIABILITIES</b>                                       |                                       |  |
|         | <b>Reserve &amp; Surplus</b>                             |                                       |  |
| 3-10    | Municipal (General) Fund                                 |                                       |  |
| 3-11    | Earmarked Funds  |                                       |  |
| 3-12    | Reserves   |                                       |  |
|         | <b>Total Reserves &amp; Surplus</b>                      |                                       |  |
| 3-20    | <b>Grants, Contributions for specific purposes Loans</b> |                                       |  |
| 3-30    | Secured Loans  |                                       |  |
| 3-31    | Unsecured Loans  |                                       |  |
|         | <b>Total Loans</b>                                       |                                       |  |
|         | <b>Current Liabilities and Provisions</b>                |                                       |  |
| 3-40    | Deposits Received  |                                       |  |
| 3-41    | Deposit works  |                                       |  |
| 3-50    | Other Liabilities (Sundry Creditors)                     |                                       |  |
| 3-60    | Provisions   |                                       |  |
|         | <b>Total Current Liabilities and Provisions</b>          |                                       |  |
|         | <b>TOTAL LIABILITIES</b>                                 |                                       |  |
|         | <b>ASSETS</b>  |                                       |  |
| 4-10    | <b>Fixed Assets</b>                                      |                                       |  |
|         | Gross Block  |                                       |  |
| 4-11    | <u>Less: Accumulated Depreciation</u>                    |                                       |  |
|         | Net Block  |                                       |  |
| 4-12    | Capital Work-in-Progress                                 |                                       |  |
|         | <b>Total Fixed Assets</b>                                |                                       |  |
|         | <b>Investments</b>                                       |                                       |  |
| 4-20    | Investment – General Fund                                |                                       |  |
| 4-21    | Investments – Other Funds                                |                                       |  |
|         | <b>Total Investments</b>                                 |                                       |  |

| Code No | Description of items  | Current<br>Quarter<br>Amount<br>(Rs.) | Previous<br>Quarter<br>Amount<br>(Rs.) |
|---------|---|---------------------------------------|--|
| 1       | 2   | 3                                     | 4                                      |
|         | <b>Current Assets, Loans and Advances</b>                           |                                       |  |
| 4-30    | Stock in Hand (Inventories)   |                                       |  |
| 4-31    | Sundry Debtors (Receivables)  |                                       |  |
| 4-32    | Gross amount outstanding  |                                       |  |
|         | Less: Accumulated provision against<br>Bad and doubtful Receivables |                                       |  |
|         | <b>Net amount outstanding</b>                                       |                                       |  |
| 4-40    | Prepaid Expenses  |                                       |  |
| 4-50    | Cash and Bank Balances  |                                       |  |
| 4-60    | Loans, advances and deposits  |                                       |  |
| 4- 61   | Less: Accumulated provision against<br>Loans                        |                                       |  |
|         | <b>Net Amount outstanding</b>                                       |                                       |  |
|         | <b>Total Current Assets, Loans &amp;<br/>Advances</b>               |                                       |  |
| 4-70    | Other Assets  |                                       |  |
| 4-80    | Miscellaneous Expenditure (to be<br>written off)                    |                                       |  |
|         | <b>TOTAL ASSETS</b>   |                                       |  |

Income and Expenditure Statement for the quarter ending \_\_\_\_\_

| Code<br>No. | Item/ Head of Account                        | Current<br>Quarter<br>Amount<br>(Rs.) | Previous<br>Quarter<br>Amount<br>(Rs.) |
|-------------|--|---------------------------------------|--|
| 1           | 2  | 4                                     | 5                                      |
|             | <b>INCOME</b>                                |                                       |  |
| 1-10        | Tax Revenue                                  |                                       |  |
| 1-20        | Assigned Revenues & Compensations            |                                       |  |
| 1-30        | Rental Income from Municipal<br>Properties   |                                       |  |
| 1-40        | Fees & User Charges                          |                                       |  |
| 1-50        | Sale & Hire Charges                          |                                       |  |
| 1-60        | Revenue Grants, Contributions &<br>Subsidies |                                       |  |
| 1-70        | Income from Investments                      |                                       |  |
| 1-71        | Interest Earned                              |                                       |  |
| 1-80        | Other Income                                 |                                       |  |
| <b>A</b>    | <b>Total – INCOME</b>                        |                                       |  |
|             | <b>EXPENDITURE</b>                           |                                       |  |

| Code No.   | Item/ Head of Account  | Current Quarter Amount (Rs.) | Previous Quarter Amount (Rs.) |
|------------|--|------------------------------|-------------------------------|
| 2-10       | Establishment Expenses   |                              |                               |
| 2-20       | Administrative Expenses  |                              |                               |
| 2-30       | Operations & Maintenance   |                              |                               |
| 2-40       | Interest & Finance Charges   |                              |                               |
| 2-50       | Programme Expenses   |                              |                               |
| 2-60       | Revenue Grants, Contributions & Subsidies  |                              |                               |
| 2-70       | Provisions & Write off   |                              |                               |
| 2-71       | Miscellaneous Expenses   |                              |                               |
| 2-72       | Depreciation   |                              |                               |
| <b>B</b>   | <b>Total – EXPENDITURE</b>   |                              |                               |
| <i>A-B</i> | <i>Gross surplus/ (deficit) of income over expenditure before Prior Period Items</i> |                              |                               |
| 2-80       | <b>Add:</b> Prior period Items (Net)   |                              |                               |
|            | <i>Gross surplus/ (deficit) of income over expenditure after Prior Period Items</i>  |                              |                               |
| 2-90       | <b>Less:</b> Transfer to Reserve Funds   |                              |                               |
|            | <b><i>Net balance being surplus/ deficit carried over to Municipal Fund</i></b>      |                              |                               |

Cash flow statement for the quarter ending\_\_\_\_\_

| Particulars   | Previous quarter (Rs.) | Current quarter (Rs.) |
|---|------------------------|-----------------------|
| <b>A. Cash flows from Operating Activities</b>  |                        |                       |
| <b>Gross surplus/ (deficit) over expenditure</b>  |                        |                       |
| <b><u>Adjustments for</u></b>   |                        |                       |
| <b>Add:</b>   |                        |                       |
| Depreciation  |                        |                       |
| Interest & finance expenses   |                        |                       |
| <b>Less:</b>  |                        |                       |
| Profit on disposal of assets  |                        |                       |
| Dividend Income   |                        |                       |
| Investment income   |                        |                       |
| Adjusted income over expenditure before effecting changes in current assets and current liabilities and extra-ordinary items. |                        |                       |
| <b><u>Changes in current assets and current liabilities</u></b>   |                        |                       |
| (Increase) / decrease in Sundry debtors   |                        |                       |
| (Increase) / decrease in Stock in hand  |                        |                       |
| (Increase) / decrease in prepaid expenses   |                        |                       |
| (Increase) / decrease in other current assets   |                        |                       |

|   |  |  |
|---|--|--|
| (Decrease)/ increase in Deposits received   |  |  |
| (Decrease)/ increase in Deposits works  |  |  |
| (Decrease)/ increase in other current liabilities   |  |  |
| (Decrease)/ increase in provisions  |  |  |
| Extra-ordinary items (Specify)  |  |  |
| Net cash generated from/ (used in) operating activities (A)   |  |  |
| <b>B. Cash flows from Investing Activities</b>  |  |  |
| (Purchase) of fixed assets & CWIP   |  |  |
| (Increase) / Decrease in Special Funds/Grants   |  |  |
| (Increase) / Decrease in Earmarked Funds  |  |  |
| (Purchase) of Investments   |  |  |
| <b>Add:</b>   |  |  |
| Proceeds from disposal of assets  |  |  |
| Proceeds from disposal of investments   |  |  |
| Investment income received  |  |  |
| Interest income received  |  |  |
| Net cash generated from/ (used in) investing activities (B)   |  |  |
| <b>C. Cash flows from Financing Activities</b>  |  |  |
| <b>Add:</b>   |  |  |
| Loans from banks/others received  |  |  |
| <b>Less:</b>  |  |  |
| Loans repaid during the period  |  |  |
| Loans & advances to employees   |  |  |
| Loans to others   |  |  |
| Finance expenses  |  |  |
| Net cash generated from (used in) financing activities (C)  |  |  |
| <b>Net increase/ (decrease) in cash and cash equivalents (A + B + C)</b>  |  |  |
| Cash and cash equivalents at beginning of period  |  |  |
| <b>Cash and cash equivalents at end of period</b>   |  |  |
| <b>Cash and Cash equivalents at the end of the year comprises of the following account balances at the end of the year:</b> |  |  |
| i. Cash Balances  |  |  |
| ii. Bank Balances   |  |  |
| iii. Co-operative banks Balances  |  |  |
| iv. Balances with Post offices  |  |  |
| v. Balances with other banks  |  |  |
| <b>Total</b>  |  |  |

Note: items in ( ) brackets denote as that they are to be deducted

Commissioner,  
Municipal Corporation

Schedule 8 - Statutorily audited financial statements of the financial year \_\_\_\_\_  
Municipal Corporation  
Balance Sheet for the year \_\_\_\_\_

| Code No | Description of items  | Current Year Amount (Rs.) | Previous Year Amount (Rs.) |
|---------|---|---------------------------|----------------------------|
| 1       | 2   | 3                         | 4                          |
|         | <b>LIABILITIES</b>  |                           |                            |
|         | <b>Reserve &amp; Surplus</b>  |                           |                            |
| 3-10    | Municipal (General) Fund  |                           |                            |
| 3-11    | Earmarked Funds   |                           |                            |
| 3-12    | Reserves  |                           |                            |
|         | <b>Total Reserves &amp; Surplus</b>                                     |                           |                            |
| 3-20    | <b>Grants, Contributions for specific purposes Loans</b>                |                           |                            |
| 3-30    | Secured Loans   |                           |                            |
| 3-31    | Unsecured Loans   |                           |                            |
|         | <b>Total Loans</b>  |                           |                            |
|         | <b>Current Liabilities and Provisions</b>                               |                           |                            |
| 3-40    | Deposits Received   |                           |                            |
| 3-41    | Deposit works   |                           |                            |
| 3-50    | Other Liabilities (Sundry Creditors)                                    |                           |                            |
| 3-60    | Provisions  |                           |                            |
|         | <b>Total Current Liabilities and Provisions</b>                         |                           |                            |
|         | <b>TOTAL LIABILITIES</b>  |                           |                            |
|         | <b>ASSETS</b>   |                           |                            |
| 4-10    | <b>Fixed Assets</b>   |                           |                            |
|         | Gross Block   |                           |                            |
| 4-11    | <u>Less: Accumulated Depreciation</u>                                   |                           |                            |
|         | Net Block   |                           |                            |
| 4-12    | Capital Work-in-Progress  |                           |                            |
|         | <b>Total Fixed Assets</b>   |                           |                            |
|         | <b>Investments</b>  |                           |                            |
| 4-20    | Investment – General Fund   |                           |                            |
| 4-21    | Investments – Other Funds   |                           |                            |
|         | <b>Total Investments</b>  |                           |                            |
|         | <b>Current Assets, Loans and Advances</b>                               |                           |                            |
| 4-30    | Stock in Hand (Inventories)   |                           |                            |
| 4-31    | Sundry Debtors (Receivables)  |                           |                            |
| 4-32    | Gross amount outstanding  |                           |                            |
|         | <u>Less: Accumulated provision against Bad and doubtful Receivables</u> |                           |                            |
|         | <b>Net amount outstanding</b>   |                           |                            |

| Code No                       | Description of items   | Current Year Amount (Rs.) | Previous Year Amount (Rs.) |
|-------------------------------|--|---------------------------|----------------------------|
| 1                             | 2  | 3                         | 4                          |
| 4-40<br>4-50<br>4-60<br>4- 61 | Prepaid Expenses<br>Cash and Bank Balances<br>Loans, advances and deposits<br>Less: Accumulated provision against Loans<br><b>Net Amount outstanding</b> |                           |                            |
|                               | <b>Total Current Assets, Loans &amp; Advances</b>  |                           |                            |
| 4-70<br>4-80                  | Other Assets<br>Miscellaneous Expenditure (to be written off)  |                           |                            |
|                               | <b>TOTAL ASSETS</b>  |                           |                            |

Income and Expenditure Statement for the year \_\_\_\_\_

| Code No.   | Item/ Head of Account   | Current Year Amount (Rs.) | Previous Year Amount (Rs.) |
|--|---|---------------------------|----------------------------|
| 1  | 2   | 4                         | 5                          |
|  | <b>INCOME</b>   |                           |                            |
| 1-10<br>1-20<br>1-30<br>1-40<br>1-50<br>1-60<br>1-70<br>1-71<br>1-80 | Tax Revenue<br>Assigned Revenues & Compensation<br>Rental Income from Municipal Properties<br>Fees & User Charges<br>Sale & Hire Charges<br>Revenue Grants, Contributions & Subsidies<br>Income from Investments<br>Interest Earned<br>Other Income |                           |                            |
| <b>A</b>   | <b>Total – INCOME</b>   |                           |                            |
|  | <b>EXPENDITURE</b>  |                           |                            |
| 2-10<br>2-20<br>2-30<br>2-40<br>2-50<br>2-60<br>2-70<br>2-71<br>2-72 | Establishment Expenses<br>Administrative Expenses<br>Operations & Maintenance<br>Interest & Finance Charges<br>Programme Expenses<br>Revenue Grants, Contributions & Subsidies<br>Provisions & Write off<br>Miscellaneous Expenses<br>Depreciation  |                           |                            |

| Code No.   | Item/ Head of Account  | Current Year Amount (Rs.) | Previous Year Amount (Rs.) |
|------------|--|---------------------------|----------------------------|
| 1          | 2  | 4                         | 5                          |
| <b>B</b>   | <b>Total – EXPENDITURE</b>   |                           |                            |
| <i>A-B</i> | <i>Gross surplus/ (deficit) of income over expenditure before Prior Period Items</i> |                           |                            |
| 2-80       | <b>Add:</b> Prior period Items (Net)   |                           |                            |
|            | <i>Gross surplus/ (deficit) of income over expenditure after Prior Period Items</i>  |                           |                            |
| 2-90       | <b>Less:</b> Transfer to Reserve Funds   |                           |                            |
|            | <b>Net balance being surplus/ deficit carried over to Municipal Fund</b>             |                           |                            |

Cash flow statement for the year \_\_\_\_\_

| Particulars   | Previous year (Rs.) | Current year (Rs.) |
|---|---------------------|--------------------|
| 1   | 2                   | 3                  |
| <b>A. Cash flows from Operating Activities</b>  |                     |                    |
| <b>Gross surplus/ (deficit) over expenditure</b>  |                     |                    |
| <b><u>Adjustments for</u></b>   |                     |                    |
| <b>Add:</b>   |                     |                    |
| Depreciation  |                     |                    |
| Interest & finance expenses   |                     |                    |
| <b>Less:</b>  |                     |                    |
| Profit on disposal of assets  |                     |                    |
| Dividend Income   |                     |                    |
| Investment income   |                     |                    |
| Adjusted income over expenditure before effecting changes in current assets and current liabilities and extra-ordinary items. |                     |                    |
| <b><u>Changes in current assets and current liabilities</u></b>   |                     |                    |
| (Increase) / decrease in Sundry debtors   |                     |                    |
| (Increase) / decrease in Stock in hand  |                     |                    |
| (Increase) / decrease in prepaid expenses   |                     |                    |
| (Increase) / decrease in other current assets   |                     |                    |
| (Decrease)/ increase in Deposits received   |                     |                    |
| (Decrease)/ increase in Deposits works  |                     |                    |
| (Decrease)/ increase in other current liabilities   |                     |                    |
| (Decrease)/ increase in provisions  |                     |                    |
| Extra-ordinary items (Specify)  |                     |                    |
| Net cash generated from/ (used in) operating activities (A)   |                     |                    |

|   |  |  |
|---|--|--|
| <b>B. Cash flows from Investing Activities</b>  |  |  |
| (Purchase) of fixed assets & CWIP   |  |  |
| (Increase) / Decrease in Special Funds/Grants   |  |  |
| (Increase) / Decrease in Earmarked Funds  |  |  |
| (Purchase) of Investments   |  |  |
| <b>Add:</b>   |  |  |
| Proceeds from disposal of assets  |  |  |
| Proceeds from disposal of investments   |  |  |
| Investment income received  |  |  |
| Interest income received  |  |  |
| Net cash generated from/ (used in) investing activities (B)   |  |  |
| <b>C. Cash flows from Financing Activities</b>  |  |  |
| <b>Add:</b>   |  |  |
| Loans from banks/others received  |  |  |
| <b>Less:</b>  |  |  |
| Loans repaid during the period  |  |  |
| Loans & advances to employees   |  |  |
| Loans to others   |  |  |
| Finance expenses  |  |  |
| Net cash generated from (used in) financing activities (C)  |  |  |
| <b>Net increase/ (decrease) in cash and cash equivalents (A + B + C)</b>  |  |  |
| Cash and cash equivalents at beginning of period  |  |  |
| <b>Cash and cash equivalents at end of period</b>   |  |  |
| <b>Cash and Cash equivalents at the end of the year comprises of the following account balances at the end of the year:</b> |  |  |
| i. Cash Balances  |  |  |
| ii. Bank Balances   |  |  |
| iii. Co-operative banks Balances  |  |  |
| iv. Balances with Post offices  |  |  |
| v. Balances with other banks  |  |  |
| <b>Total</b>  |  |  |

Note: items in ( ) brackets denote as that they are to be deducted

The financial statements are audited by \_\_\_\_\_ (Name of the Auditor) and audited statements are disclosed.

\_\_\_\_\_  
Commissioner,  
Municipal Corporation

Schedule 9 - Service levels being provided for various services in the Corporation for the year

\_\_\_\_\_ Municipal Corporation

**A. Water Supply**

| Sl. No. | Service Level   | Description   | Unit                             |
|---------|---|---|----------------------------------|
| 1       | 2   | 3   | 4                                |
| 1       | Household level coverage of direct water supply connections | Total number of House service connection, as percentage of total number of households in the ULB  | %                                |
| 2       | Localities where:   |   |                                  |
| (A)     | Water is supplied daily                                     | Names of localities and neighbourhoods  | Name of Locality/ Neighbourhood  |
| (B)     | Water supply is given on alternative days                   | Names of localities and neighbourhoods  | Name of Locality/ Neighbourhood  |
| (C)     | Water supply is given once in 3 days or more                | Names of localities and neighbourhoods  | Name of Locality/ Neighbourhood  |
| 3       | Per Capita quantum of water supplied                        | Total water supplied into the distribution system, divided by population served per day   | litres per capita per day (lpcd) |
| 4       | Extent of metering of water connections                     | Total number of functional metered water connections expressed as a percentage of total number of water supply connections  | %                                |
| 5       | Extent of Non-Revenue Water                                 | This is computed as - difference between total water produced and total water served expressed as a percentage of total water produced.   | %                                |
| 6       | Continuity of water supply                                  | Continuity of supply is measured as - Average number of hours of pressurized water supply per day. Water pressure should be equal to or more than a head of 7 meters at the ferrule point / meter point for the connection. | Hours per day                    |
| 7       | Efficiency in redressal of customer complaints              | Total number of water supply related complaints redressed within 24 hours of receipt of complaint, as a percentage of the total number of water supply related complaints received during the year                          | %                                |
| 8       | Quality of water supplied                                   | Percentage of water samples that meet or exceed potable water standards during the year   | %                                |

|    |   |   |   |
|----|---|---|---|
| 9  | Cost recovery in water supply services            | Total operating revenues expressed as percentage of total operating expenses incurred in the corresponding time period. Only income and expenditure of the revenue account must be considered, and income and expenditure from the capital account should be excluded | % |
| 10 | Efficiency in collection of water related charges | Efficiency in collection is defined as revenues collected, expressed as a percentage of the total water charges current demand during the year  | % |

## B. Sewerage

| Sl. No. | Service Level                                     | Description  | Unit                |
|---------|---|--|---------------------|
| 1       | 2   | 3  | 4                   |
| 1a      | Coverage of waste water Sewerage network services | Denotes extent to which the underground sewerage (or waste water collection) network has reached out to individual properties across the ULB. Properties include those in the category of residential, commercial, industrial and institutional. | %                   |
| 1b      | Names of Localities covered by UGD                | Names of Neighbourhoods covered by Underground Drainage  | Names of localities |
| 2       | Efficiency in collection of waste water           | Quantum of wastewater collected as a % of normative waste water generation in the ULB.   | %                   |
| 3       | Adequacy of capacity for treatment of waste water | Adequacy is expressed as - Secondary treatment (i.e. removing oxygen demand as well as solids) - capacity available as a percentage of normative wastewater generation   | %                   |
| 4       | Quality of sewerage treatment                     | Quality of treatment is measured as - Percentage of wastewater samples that pass the specified secondary treatment standards.  | %                   |
| 5       | Extent of recycling or reuse of waste water       | Percentage of wastewater received at the treatment plant that is recycled or reused for various purposes.  | %                   |
| 6       | Extent of cost recovery in waste water management | Extent of cost recovery is expressed as - Wastewater revenues as a percentage of wastewater expenses, for the corresponding time period.   | %                   |
| 7       | Efficiency in redressal of customer complaints    | Total number of sewerage related complaints redressed within 24 hours of receipt of complaint, as a percentage of the total number of sewerage related complaints received in the given time period  | %                   |
| 8       | Efficiency in sewerage collection                 | Efficiency in collection is defined as – current year revenues collected, expressed as a percentage of the total sewerage charges current demand during the year.  | %                   |

### C. Storm Water Drains

| Sl. No. | Service Level   | Description  | Units         |
|---------|---|--|---------------|
| 1       | 2   | 3  | 4             |
| 1       | Coverage of storm water drainage network                          | Coverage is defined in terms of - % of road length covered by storm water drainage network | %             |
| 2       | Aggregate number of incidents of water logging reported in a year | Number of times water logging is reported in a year, at flood prone points within the city | Nos. per year |

### D. Solid Waste Management

| Sl. No. | Service Level   | Description  | Unit                 |
|---------|---|--|----------------------|
| 1       | 2   | 3  | 4                    |
| 1a      | Household level coverage of SWM services through door-to-door collection of waste | Percentage of households and establishments covered by daily door-step collection system.  | %                    |
| 1b      | Localities covered with daily garbage collection                                  | Names of localities covered with daily garbage collection  | Name of the locality |
| 2       | Collection Efficiency   | Total waste collected by ULB and authorized service providers versus the total waste generated within the ULB excluding recycling or processing at the generation point. (percentage of waste collected)   | %                    |
| 3       | Extent of Segregation of waste  | % of households and establishments that segregate their waste. Segregation should be at least separation of wet and dry waste at the source, i.e. at household and/or establishment level. The separation should be in following categories: bio-degradable waste, waste that is non-biodegradable, and hazardous domestic waste such as batteries, etc. | %                    |
| 4       | Extent of recycling of waste collected  | This is an indication of the quantum of waste collected, which is either recycled or processed. This is expressed in terms of % of waste collected.  | %                    |
| 5       | Extent of scientific disposal of waste in landfill sites                          | Amount of waste disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as percentage of total   | %                    |

| Sl. No. | Service Level                                       | Description   | Unit |
|---------|---|---|------|
|         |   | quantum of waste disposed at landfill sites, excluding open dump sites.   |      |
| 6       | Extent of Cost Recovery for the ULB in SWM services | This indicator denotes the extent to which the ULB is able to recover all operating expenses relating to SWM services from operating revenues of sources related exclusively to SWM.<br>This indicator is defined as Total annual operating revenues from solid waste management / Total annual operating expenses on solid waste management, expressed in % terms. | %    |
| 7       | Efficiency in redressal of customer complaints      | Total number of SWM related complaints redressed within 24 hours of receipt of complaint, as a percentage of the total number of SWM related complaints received in the given time period   | %    |

#### E. Roads

| Sl. No.  | Service Level                                  | Description   | Unit         |
|----------|--|---|--------------|
| <b>1</b> | <b>2</b>                                       | <b>3</b>  | <b>4</b>     |
| 1        | Maintenance of roads                           | Indicate the frequency in number of years for maintenance of roads  | No. of years |
| 2        | Filling up of pot holes and road cuttings      | Indicate the number of days for filling up of pot holes and road cuttings   | No. of days  |
| 3        | Efficiency in redressal of customer complaints | Total number of road repair related complaints redressed within seven days of receipt of complaint, as a percentage of the total number of road repair related complaints received in the given time period | %            |

#### F. Street lights

| Sl. No.  | Service Level                                  | Description   | Unit        |
|----------|--|---|-------------|
| <b>1</b> | <b>2</b>                                       | <b>3</b>  | <b>4</b>    |
| 1.       | Replacement of street lights                   | Indicate the time in number of days for replacement of street lights  | No. of days |
| 2.       | Efficiency in redressal of customer complaints | Total number of street lights related complaints redressed within 24 hours of receipt of complaint, as a percentage of the total number of street lights related complaints received in the given time period | %           |

**G. Parks**

| <b>Sl. No.</b> | <b>Service Level</b>          | <b>Description</b>  | <b>Unit</b>  |
|----------------|-------------------------------|---|--------------|
| <b>1</b>       | <b>2</b>                      | <b>3</b>  | <b>4</b>     |
| 1              | Cleaning of the parks         | Indicate the frequency in number of days for cleaning of parks              | No. of days  |
| 2.             | Complete maintenance of parks | Indicate the frequency in number of years for complete maintenance of parks | No. of years |

**H. Play grounds**

| <b>Sl. No.</b> | <b>Service Level</b>        | <b>Description</b>   | <b>Unit</b>  |
|----------------|-----------------------------|--|--------------|
| <b>1</b>       | <b>2</b>                    | <b>3</b>   | <b>4</b>     |
| 1              | Maintenance of play grounds | Indicate the frequency in number of years for complete maintenance of play grounds | No. of years |

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Schedule 10 – Particulars of all plans, proposed expenditure and actual expenditure on major services provided or activities performed for the financial year \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Details of major service/activity  | Total outlay /proposed expenditure (Rs. In crores) | ULB share of the project (Rs. In crores) | Actual expenditure incurred upto the end of the previous year (Rs. In crores) | Actual expenditure incurred during the current year (Rs. In crores) | Cumulative expenditure (Rs. In crores) | When started and likely date of completion | Target date of completion |
|---------|--|--|--|---|---|--|--|---------------------------|
| 1       | 2  | 3  | 4  | 5   | 6   | 7                                      | 8  | 9                         |
| 1       | Water Supply Improvement schemes (details to be given)                       |  |  |   |   |  |  |                           |
| 2       | Sewerage/underground drainage schemes (details to be given)                  |  |  |   |   |  |  |                           |
| 3       | Ring road development (details to be given)                                  |  |  |   |   |  |  |                           |
| 4       | Major bridges, fly-overs, road over bridges (details to be given)            |  |  |   |   |  |  |                           |
| 5       | Major drains (details to be given)   |  |  |   |   |  |  |                           |
| 6       | Major street lighting projects (details to be given)                         |  |  |   |   |  |  |                           |
| 7       | Major parks/play grounds/stadiums/town halls/buildings (details to be given) |  |  |   |   |  |  |                           |
| 8       | Housing activity (details to be given)                                       |  |  |   |   |  |  |                           |
| 9       | Major health activity (details to be given)                                  |  |  |   |   |  |  |                           |
| 10      | Major literacy activity (details to be given)                                |  |  |   |   |  |  |                           |
| 11      | Major livelihood activity (details to be given)                              |  |  |   |   |  |  |                           |

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Schedule 11 - Details of subsidy programmes and the criteria and manner of identification of beneficiaries for the programmes

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Name of the Subsidy programme             | Criteria for identification of beneficiaries | Manner of identification of beneficiaries | Extent of loan from bank | State government subsidy | Central government subsidy |
|---------|---|--|---|--------------------------|--------------------------|----------------------------|
| 1       | 2   | 3  | 4   | 5                        | 6                        | 7                          |
| 1       | Old-age pension                           |  |   |                          |                          |                            |
| 2       | Widow pension                             |  |   |                          |                          |                            |
| 3       | Disabled pension                          |  |   |                          |                          |                            |
| 4       | USEP – establishment of micro enterprises |  |   |                          |                          |                            |
| 5       | USEP – establishment of women enterprises |  |   |                          |                          |                            |
| 6       | USEP – Skill development programmes       |  |   |                          |                          |                            |
| 7       | Pavala vaddi                              |  |   |                          |                          |                            |
| 8       | Social security (insurance)               |  |   |                          |                          |                            |
|         |   |  |   |                          |                          |                            |
|         |   |  |   |                          |                          |                            |
|         |   |  |   |                          |                          |                            |

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Schedule 12 - List of beneficiaries of all welfare and subsidy programmes for the half-year ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Name of the programme                     | List of beneficiaries |
|---------|---|-----------------------|
| 1       | 2   | 3                     |
| 1       | Old-age pension                           |                       |
| 2       | Widow pension                             |                       |
| 3       | Disabled pension                          |                       |
| 4       | USEP – establishment of micro enterprises |                       |
| 5       | USEP –establishment of women enterprises  |                       |
| 6       | USEP – Skill development programmes       |                       |
| 7       | Pavala vaddi                              |                       |
| 8       | Social security (insurance)               |                       |

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Schedule 13 - Particulars of Master Plan, Development Plan or any other plan concerning the development of Corporation area.

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Item  | Details   |
|---------|---|---|
| 1       | 2   | 3   |
| 1.      | Area of General Town Planning Scheme (Master Plan)  | Extent in Hectares / Acres                            |
| 2.      | Area of the Corporation   | Extent in Hectares / Acres                            |
| 3.      | Villages covered in General Town Planning Scheme (Master Plan)  | Names of Revenue villages                             |
| 4.      | Overall Land use allocation break up  | Details of Survey Nos. with villages showing land use |
| 5.      | Locality-wise land use description  | Names of localities with land use                     |
| 6.      | Proposed road widths  | Name of the arterial / important road with width      |
| 7.      | Heritage buildings and precincts  | Names of the buildings with location                  |
| 8.      | Change of land use cases approved by the Government   | Survey No. with name of villages                      |
| 9.      | Approved layouts  | Name of village with survey No. and extent            |
| 10.     | Land use Zoning regulations   | Activities permitted in different land use zones      |
| 11.     | Villages and Survey Nos. likely to be affected by road proposals and other reservations for parks, play grounds and civic amenities | Details   |
| 12.     | Layout and subdivision regulations  | Details   |
| 13.     | Control on building height/FSI/FAR/ground coverage etc  | Details   |

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Schedule 14 - Particulars of major works together with information on the value of works, time of completion and details of contracts for the financial year \_\_\_\_\_  
\_\_\_\_\_ Municipal Corporation

| Sl. No. | Name of major work         | Contracting agency | Value of work (Rs. in crores) | Amount utilized during the year _____ (Rs. In crores) | Likely time of completion | Target date of completion |
|---------|----------------------------|--------------------|-------------------------------|---|---------------------------|---------------------------|
| 1       | 2                          | 3                  | 4                             | 5   | 6                         | 7                         |
|         | Water supply improvements  |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         |                            |                    |                               |   |                           |                           |
|         | Sewerage improvements      |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         |                            |                    |                               |   |                           |                           |
|         | Major Road works           |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         |                            |                    |                               |   |                           |                           |
|         | Major drain works          |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         |                            |                    |                               |   |                           |                           |
|         | Major bridges and flyovers |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         |                            |                    |                               |   |                           |                           |
|         | Major building works       |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |
|         | Major works (if any)       |                    |                               |   |                           |                           |
| 1       |                            |                    |                               |   |                           |                           |
| 2       |                            |                    |                               |   |                           |                           |

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Municipal Corporation

Schedule 15 - Income generated from various tax and non-tax resources for the financial year  
ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No.  | Details                                  | Income (Rs. in crores) |
|----------|--|------------------------|
| 1        | 2  | 3                      |
| <b>A</b> | <b>Tax resources</b>                     |                        |
| 1        | Property tax                             |                        |
| 2        | Vacant land tax                          |                        |
| 3        | Advertisement tax                        |                        |
|          | Total                                    |                        |
| <b>B</b> | <b>Non-tax resources</b>                 |                        |
| 1        | Water charges                            |                        |
| 2        | Sewerage charges                         |                        |
| 3        | Rents from shops / buildings             |                        |
| 4        | Fees from markets and slaughter houses   |                        |
| 5        | Fees from various categories of licenses |                        |
| 6        | Building permit fee                      |                        |
| 7        | Betterment charges                       |                        |
| 8        | Development charges                      |                        |
| 9        | Other town planning receipts             |                        |
| 10       | Encroachment fee                         |                        |
| 11       | Parking fee                              |                        |
| 12       | Others (mention details)                 |                        |
|          | Total                                    |                        |
|          | Total tax and non-tax resources          |                        |

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Schedule 16 – Details of taxes and non-taxes remained uncollected for the financial year ending \_\_\_\_\_ and the reasons therefor

\_\_\_\_\_ Municipal Corporation

| Sl. No.  | Details                                  | Total amount remained uncollected by the end of year (Rs. In crores) | Brief reasons for non – collection |
|----------|--|--|------------------------------------|
| 1        | 2  | 3  | 4                                  |
| <b>A</b> | <b>Tax resources</b>                     |  |                                    |
| 1        | Property tax                             |  |                                    |
| 2        | Vacant land tax                          |  |                                    |
| 3        | Advertisement tax                        |  |                                    |
|          | <b>Total</b>                             |  |                                    |
| <b>B</b> | <b>Non-tax resources</b>                 |  |                                    |
| 1        | Water charges                            |  |                                    |
| 2        | Sewerage charges                         |  |                                    |
| 3        | Rents from shops / buildings             |  |                                    |
| 4        | Fees from markets and slaughter houses   |  |                                    |
| 5        | Fees from various categories of licenses |  |                                    |
| 6        | Building permit fee                      |  |                                    |
| 7        | Betterment charges                       |  |                                    |
| 8        | Development charges                      |  |                                    |
| 9        | Other town planning receipts             |  |                                    |
| 10       | Encroachment fee                         |  |                                    |
| 11       | Parking fee                              |  |                                    |
| 12       | Others (mention details)                 |  |                                    |
|          | <b>Total</b>                             |  |                                    |
|          | <b>Total tax and non-tax resources</b>   |  |                                    |

\_\_\_\_\_  
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Municipal Corporation

Schedule 17 – List of defaulters who have to pay arrears of property tax exceeding rupees one lakh per annum for the financial year ending \_\_\_\_\_.

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Name of the defaulter (ward-wise) | Address | Door no. of the building on which property tax is due | Amount of property tax assessed per year (Rs. In lakhs) | No. of years for which property tax is due | Total amount of tax in arrears (Rs. In lakhs) |
|---------|-----------------------------------|---------|---|---|--|---|
| 1       | 2                                 | 3       | 4   | 5   | 6  | 7   |
|         | Ward No.1                         |         |   |   |  |   |
| 1       |                                   |         |   |   |  |   |
| 2       |                                   |         |   |   |  |   |
| 3       |                                   |         |   |   |  |   |
|         | Ward No. 2                        |         |   |   |  |   |
| 1       |                                   |         |   |   |  |   |
| 2       |                                   |         |   |   |  |   |
| 3       |                                   |         |   |   |  |   |
|         | Ward No.3                         |         |   |   |  |   |
| 1       |                                   |         |   |   |  |   |
| 2       |                                   |         |   |   |  |   |
| 3       |                                   |         |   |   |  |   |
|         | Ward No. 4                        |         |   |   |  |   |
| 1       |                                   |         |   |   |  |   |
| 2       |                                   |         |   |   |  |   |
| 3       |                                   |         |   |   |  |   |
|         | Ward No.5                         |         |   |   |  |   |
| 1       |                                   |         |   |   |  |   |
| 2       |                                   |         |   |   |  |   |
| 3       |                                   |         |   |   |  |   |

\_\_\_\_\_  
Commissioner,  
Municipal Corporation

Schedule 18 - Details of assigned revenues from State Government for the financial year  
ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Details of assigned revenue | Amount transferred from State Government (Rs. in crores) |
|---------|-----------------------------|--|
| 1       | 2                           | 3  |
| 1       | Entertainment tax           |  |
| 2       | Surcharge on stamp duty     |  |
| 3       | Profession tax              |  |
|         | Total                       |  |
|         |                             |  |

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Municipal Corporation

Schedule 19 – Details of plan and non-plan grants released by the Government for the financial year ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No.  | Details of grants                     | Amounts released by the Government (Rs. in crores) |
|----------|---------------------------------------|--|
| 1        | 2                                     | 3  |
| <b>A</b> | <b>Plan grants</b>                    |  |
| 1.       | UI&G                                  |  |
| 2.       | BSUP                                  |  |
| 3.       | UIDSSMT                               |  |
| 4.       | IHSDP                                 |  |
| 5.       | SJSRY                                 |  |
| 6.       | APURMSP                               |  |
| 7.       | Internal Roads                        |  |
| 8.       | Water supply schemes                  |  |
| 9.       | XII Finance Commission grants         |  |
| 10.      | Indiramma                             |  |
| 11.      | Parks and play grounds                |  |
| 12.      | EIUS                                  |  |
| 13.      | Others (specify)                      |  |
|          | <b>Total</b>                          |  |
| <b>B</b> | <b>Non-Plan grants</b>                |  |
| 1.       | Profession tax compensation           |  |
| 2.       | Motor vehicle tax compensation        |  |
| 3.       | Octroi compensation                   |  |
| 4.       | Per capita grant                      |  |
| 5.       | Property tax compensation             |  |
| 6.       | Road grants                           |  |
| 7.       | State Finance Commission grants       |  |
| 8.       | Others (specify)                      |  |
|          | <b>Total</b>                          |  |
|          | <b>Total plan and non-plan grants</b> |  |

Commissioner,  
\_\_\_\_\_ Municipal Corporation

Schedule 20 - Details of grants released by the Government for implementation of schemes, projects and programmes and extent of utilization for the financial year ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Name of the Scheme / project or programme | Amount of grant released (Rs. in crores) | Amount utilized (Rs. in crores) | Balance (Rs. in crores) | Progress/ present stage of the scheme, project or programme |
|---------|---|--|---------------------------------|-------------------------|---|
| 1       | 2   | 3  | 4                               | 5                       | 6   |
|         |   |  |                                 |                         |   |
|         |   |  |                                 |                         |   |
|         |   |  |                                 |                         |   |
|         |   |  |                                 |                         |   |

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Schedule 21 - Details of money raised through donations or contributions from the public for  
the financial year ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl.<br>No. | Name of<br>Donor/Donor<br>Agency | Amount of<br>donation (Rs.<br>in lakhs) | Purpose for which<br>donated amount is to be<br>utilized<br>(Rs. in lakhs) | Amount<br>utilized<br>(Rs. in<br>lakhs) | Progress/ present<br>stage of the<br>utilization of the<br>donation |
|------------|----------------------------------|---|--|---|---|
| 1          | 2                                | 3                                       | 4  | 5                                       | 6   |
| 1          |                                  |   |  |   |   |
| 2          |                                  |   |  |   |   |
| 3          |                                  |   |  |   |   |
| 4          |                                  |   |  |   |   |
| 5          |                                  |   |  |   |   |
| 6          |                                  |   |  |   |   |
| 7          |                                  |   |  |   |   |
| 8          |                                  |   |  |   |   |

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Municipal Corporation

Schedule 22 - Abstract of Annual Budget for the financial year \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Item                   | Budget Estimate for the ensuing year (Rs. in crores) | Revised Budget Estimate for the current year (Rs. in crores) | Actual Budget Estimate for the previous year (Rs. in crores) |
|------------------------|--|--|--|
| 1                      | 2  | 3  | 4  |
| Opening Balance        |  |  |  |
| Revenue – Ordinary     |  |  |  |
| Revenue – Capital      |  |  |  |
| Total Revenue          |  |  |  |
| Expenditure – Ordinary |  |  |  |
| Expenditure – Capital  |  |  |  |
| Total expenditure      |  |  |  |
| Closing Balance        |  |  |  |

Major items of Revenue

| Item | Amount (Rs. In crores) |              |               |
|------|------------------------|--------------|---------------|
|      | Ensuing year           | Current Year | Previous Year |
| 1    | 2                      | 3            | 4             |
|      |                        |              |               |
|      |                        |              |               |

Major items of Expenditure

| Item | Amount (Rs. In crores) |              |               |
|------|------------------------|--------------|---------------|
|      | Ensuing year           | Current Year | Previous Year |
| 1    | 2                      | 3            | 4             |
|      |                        |              |               |
|      |                        |              |               |

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Schedule 23 - Budget allocations made for the welfare of Scheduled Castes, Scheduled Tribes,  
Women and Children together with the extent of utilization for the financial year ending

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Details                     | Net municipal funds available for development works (Rs. In crores) | Budget allocation during the year (Rs. in crores) | Amount utilized during the year (Rs. in crores) | Balance at the end of the year (Rs. in crores) |
|---------|-----------------------------|---|---|---|--|
| 1       | 2                           | 3   | 4   | 5   | 6  |
| 1       | Welfare of Scheduled Castes |   |   |   |  |
| 2       | Welfare of Scheduled Tribes |   |   |   |  |
| 3       | Welfare of Women            |   |   |   |  |
| 4       | Welfare of Children         |   |   |   |  |
|         |                             |   |   |   |  |
|         |                             |   |   |   |  |
|         |                             |   |   |   |  |
|         |                             |   |   |   |  |

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Schedule 24 - Budget allocation made for the slum areas together with the extent of utilization  
for the financial year ending \_\_\_\_\_

\_\_\_\_\_ Municipal Corporation

| Sl. No. | Net Municipal Funds during the year (Rs. in crores) | Amount earmarked for slum areas (40% of the net funds) | Amounts utilized in slum areas during the year (Rs. in crores) | Percentage of funds utilized | Balance funds at the end of the year (Rs. in crores) |
|---------|---|--|--|------------------------------|--|
| 1       | 2   | 3  | 4  | 5                            | 6  |
|         |   |  |  |                              |  |
|         |   |  |  |                              |  |
|         |   |  |  |                              |  |
|         |   |  |  |                              |  |

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